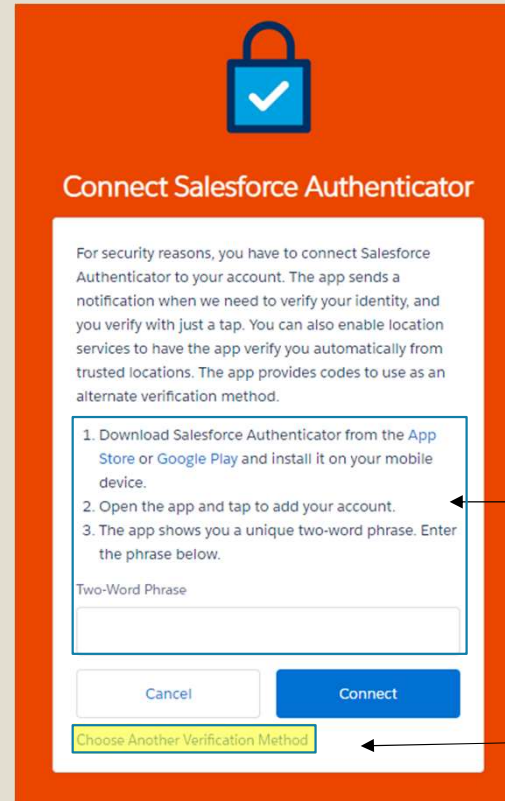


# Salesforce Multi-Factor Authentication

Beginning Tuesday, February 1<sup>st</sup> you will be required to set up Multi-Factor Authentication to log into Salesforce.

Once the requirement is active on your profile, you will see this prompt after entering your username and password.



The image shows a screenshot of the Salesforce Multi-Factor Authentication setup prompt. At the top is a blue padlock icon with a white checkmark. Below it, the title "Connect Salesforce Authenticator" is displayed in orange. The main text explains that for security reasons, users must connect the Salesforce Authenticator app. It describes how the app sends notifications for verification and provides codes as an alternate method. A list of three steps is provided: 1. Download the app from the App Store or Google Play. 2. Open the app and tap to add an account. 3. Enter the unique two-word phrase shown in the app. Below the list is a text input field labeled "Two-Word Phrase". At the bottom, there are "Cancel" and "Connect" buttons, and a link labeled "Choose Another Verification Method" highlighted in yellow.

**Connect Salesforce Authenticator**

For security reasons, you have to connect Salesforce Authenticator to your account. The app sends a notification when we need to verify your identity, and you verify with just a tap. You can also enable location services to have the app verify you automatically from trusted locations. The app provides codes to use as an alternate verification method.

1. Download Salesforce Authenticator from the [App Store](#) or [Google Play](#) and install it on your mobile device.
2. Open the app and tap to add your account.
3. The app shows you a unique two-word phrase. Enter the phrase below.

Two-Word Phrase

[Choose Another Verification Method](#)

[Cancel](#) [Connect](#)

You may either:

Download and connect the Salesforce Authenticator App, or

Use an Authenticator already installed on your device

# Using the Salesforce Authenticator

1. Download Salesforce Authenticator from the [App Store](#) or [Google Play](#) and install it on your mobile device.
2. Open the app and tap to add your account.
3. The app shows you a unique two-word phrase. Enter the phrase below.

Two-Word Phrase

- Download the app
- Open it and tap your account
- Type the phrase you see there in the text box and Connect

# Using your existing Authenticator

## Choose a Verification Method

How would you like to verify your identity?

- ☐ Use the Salesforce Authenticator mobile app
- ☐ Use verification codes from an authenticator app

Continue


- Select Choose Another Verification Method
- Open your app & select “Add Account”
- Scan the QR code
- Tap your new account in the app
- Enter the verification code you see there into the text box and Connect

Connect an authenticator app that generates codes you can use when we need to verify your identity.

Scan the QR code with an authenticator app on your mobile device.

or

Scan this QR code. The code generated by the app will be used to verify your identity.



Verification Code

[I Can't Scan the QR Code](#)

[Choose Another Verification Method](#)

## Can't see or scan the QR Code?

- Open your Authentication app & select “Add Account”
- Select “Add a code manually”
- Enter the Key shown into your app
- Enter the verification code from your app into the text box and Connect

### Connect an Authenticator App

On your mobile device, go to the authenticator app and enter this key.

Some versions of Salesforce Authenticator don't support manual key entry. Use a different app, or contact your Salesforce administrator for help.

Key

1

Now enter the verification code your app displays.

2

Verification Code

Back

Connect

## FAQ's

Q: Can I use the same app as I use to log into Office?

A: Yes, review the instructions for using an existing Authentication App

Q: Can I authenticate by phone call or text?

A: Not for Salesforce, sorry

Q: I use OneLogin, do I need to set up MFA?

A: Not at this time; this is for users logging directly into Salesforce